



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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May 12, 2011

TO: Supervisor Michael D. Antonovich, Mayor
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Zev Yaroslavsky
Supervisor Don Knabe

FROM: Wendy L. Watanabe
Auditor-Controller

SUBJECT: **GREATEST LOVE FOSTER FAMILY AGENCY CONTRACT REVIEW –
A DEPARTMENT OF CHILDREN AND FAMILY SERVICES PROVIDER**

We have completed a contract compliance review of Greatest Love Foster Family Agency (Greatest Love or Agency), a Department of Children and Family Services (DCFS) provider. The purpose of our review was to determine whether Greatest Love was providing the services outlined in their Program Statement and the County contract. We completed our review in January 2009 and conducted a follow-up review in March 2010.

DCFS contracts with Greatest Love, a private non-profit community-based organization to recruit, train and certify foster parents for supervising children DCFS places in foster care. Once the Agency places a child, it is required to monitor the placement until the child is discharged from the program. The Agency oversees 16 certified foster homes in which 27 DCFS children were placed at the time of our review. Greatest Love is located in the Second District. DCFS paid Greatest Love approximately \$642,000 and \$557,000 during Fiscal Years 2008-09 and 2009-10, respectively.

Results of Review

The foster parents indicated that the services they received from Greatest Love generally met their expectations. In addition, Greatest Love's staff possessed the required education and work experience and the Agency ensured that social workers' caseloads did not exceed the maximum established by California Department of Social Services (CDSS) Title 22 regulations. The Agency also conducted hiring clearances

prior to hiring their staff and provided ongoing training to staff working on the County contract. However, Greatest Love did not always ensure that the foster homes complied with the County contract and CDSS Title 22 regulations. For example:

- One (25%) of the four foster children reviewed in 2009 indicated that she was physically assaulted by the foster mother's adult daughter and does not receive her weekly allowance. We immediately notified the County's Child Abuse Hotline, the DCFS social worker and the State's Community Care Licensing Division (CCL). The County's Child Abuse Hotline also notified DCFS' Out of Home Care Management Division of the referral. DCFS investigated the child's allegations and placed the child in another foster home (there were no other children placed in this home). In addition, CCL substantiated the allegations and required the Agency to prepare a Corrective Action Plan. Greatest Love placed the foster home on hold, preventing children from being placed in the foster home.

During our follow-up in 2010, the foster home was still placed on hold and did not have any children placed in the home. We also interviewed five additional children and they all indicated that they enjoyed living with their foster parents and received an appropriate allowance.

Greatest Love's attached response indicates they will ensure children are safe and free from abuse and neglect.

- One (33%) of the three homes reviewed in 2009 had an adult son who frequently took care of the children living in the home. The Agency did not conduct criminal and child abuse clearances for the adult son as required. Subsequent to our review, the required clearances were obtained.

During our follow-up in 2010, all three additional homes reviewed had the required clearances.

Greatest Love's attached response indicates they will ensure child abuse clearances are conducted for all adults that reside in or frequently visit the foster homes.

- One (33%) of the three homes reviewed in 2009 did not have a written emergency plan posted in the home as required. In addition, the children in this home did not know how to remove the part of the bedroom window that needs to be removed in order to escape in case of an emergency. The children also did not know how to remove the safety bars on the bedroom windows.

During our follow-up in 2010, all three additional homes reviewed had disaster plans posted. However, for one (23%) of the three homes, the children still did not know how to release the window safety bars in their bedrooms.

Greatest Love's attached response indicates they will revise their disaster drills.

- Two (67%) of the three homes reviewed in 2009 did not adequately secure detergents and cleaning solutions.

During our follow-up in 2010, one (33%) of the three additional homes reviewed did not adequately secure detergents and cleaning solutions.

Greatest Love's attached response indicates they discussed cleaning supply storage requirements at a foster parent meeting.

- Five (83%) of the six Needs and Services Plans (NSPs) reviewed in 2009 were not approved by the DCFS social worker as required. Subsequent to our review, the Agency provided documentation of the approved NSPs.

During our follow-up in 2010, one (20%) of the five additional NSPs reviewed was not approved by the DCFS social worker. However, the Agency provided documentation that they mailed the NSPs to the DCFS social worker for approval.

Greatest Love's attached response indicates they will obtain DCFS social worker approval for NSPs.

- Three (50%) of the six case files reviewed in 2009 did not have documentation that the children or their DCFS social workers were informed of the Agency's policies and procedures as required.

During our follow-up in 2010, two (40%) of the five additional case files reviewed did not have documentation that the children or their DCFS social worker were informed of the Agency's policies and procedures.

Greatest Love's attached response indicates they will ensure they obtain signatures to document that children or their DCFS social workers are appropriately informed.

- The case file for the one child taking psychotropic medication at the time of our review in 2009 did not have required documentation of monthly evaluations by the prescribing physician. Prior to the conclusion of our review, the Agency provided documentation that the child was currently being seen by the prescribing physician. The foster parent also indicated that the child was taking the medication and was seen monthly by the prescribing physician. In addition, the child's daily medication log indicated that the child was taking the medication as prescribed.

During our follow-up in 2010, the case files for the two additional children taking psychotropic medications had the required documentation of monthly evaluations by the prescribing physician.

Greatest Love's attached response indicates they will perform monthly reviews to ensure children on psychotropic medications are seen monthly.

Details of our review, along with recommendations for corrective action, are attached.

Review of Report

We discussed our report with Greatest Love on December 7, 2009 and again on November 2, 2010 after we conducted our follow-up review. In their attached response, Greatest Love indicates the actions the Agency has taken to implement the recommendations (Attachment I). We also notified DCFS of the results of our initial and follow-up reviews. In their responses to both reviews (Attachment II), DCFS indicates they will monitor the Agency for compliance with our recommendations.

We thank Greatest Love management for their cooperation and assistance during this review. Please call me if you have any questions or your staff may contact Don Chadwick at (213) 253-0301.

WLW:JET:DC:AA

Attachments

c: William T Fujioka, Chief Executive Officer
Jackie Contreras, Ph.D, Interim Director, DCFS
Dr. Wayne Kelley, Board of Directors, Greatest Love
Patricia Duck, Assistant Executive Director, Greatest Love
Jean Chen, Community Care Licensing
Public Information Office
Audit Committee

**FOSTER FAMILY AGENCY PROGRAM
GREATEST LOVE FOSTER FAMILY AGENCY
FISCAL YEAR 2008-09 AND 2009-10**

BACKGROUND

The Department of Children and Family Services (DCFS) pays Greatest Love Foster Family Agency (Greatest Love or Agency) a negotiated monthly rate, per child placement, established by the California Department of Social Services' (CDSS) Foster Care Rates Bureau. Based on the child's age, Greatest Love receives between \$1,430 and \$1,679 per month, per child. DCFS paid Greatest Love approximately \$642,000 and \$557,000 during Fiscal Years (FY) 2008-09 and 2009-10, respectively.

PURPOSE/METHODOLOGY

The purpose of our review was to determine whether Greatest Love was providing the services outlined in their Program Statement and the County contract. We reviewed certified foster parent files, children's case files, personnel files and interviewed the Agency's staff. We also visited a number of certified foster homes and interviewed the children and the foster parents. We completed our review in January 2009 and conducted a follow-up review in March 2010.

BILLED SERVICES

Objective

Determine whether Greatest Love provided program services in accordance with their County contract and CDSS Title 22 regulations.

Verification

We visited three of the 16 Los Angeles County certified foster homes that Greatest Love billed DCFS and interviewed the three foster parents and four children placed in the three homes. We also observed two toddlers who were too young to interview. In addition, we reviewed the case files for three foster parents and six children and we reviewed the Agency's monitoring activity. During March 2010, we visited three additional homes and reviewed the case files for five additional children.

Results

Greatest Love needs to ensure that foster homes are in compliance with the County contract and CDSS Title 22 regulations. Specifically, we noted the following:

Foster Home Visitation

- One (33%) of the three homes reviewed in 2009 had an adult son who frequently took care of the children living in the home. The Agency did not conduct criminal and child abuse clearances for the adult son as required. Subsequent to our review, the required clearances were obtained.

During our follow-up in 2010, all three additional homes reviewed had the required clearances.

- One (33%) of the three homes reviewed in 2009 did not have a written emergency plan posted in the home as required. In addition, the children in this home did not know how to remove the part of the bedroom window that needs to be removed in order to escape in case of an emergency. The children also did not know how to remove the safety bars on the bedroom windows. Prior to concluding the visit, we taught the children how to remove the window and release the safety bars.

During our follow-up in 2010, the three additional homes reviewed had disaster plans posted. However, for one (33%) of the three homes, the children did not know how to release the window safety bars in their bedrooms. Prior to concluding the visit, we taught the children how to remove the window safety bars.

- Two (67%) of the three homes reviewed in 2009 did not adequately secure detergents and cleaning solutions.

During our follow-up in 2010, one (33%) of the three additional homes reviewed did not adequately secure detergents and cleaning solutions.

- One (33%) of the three homes reviewed in 2009 had a hole in the wall near the baseboards in the hallway leading to the children's bedroom. In addition, the carpet throughout the home was dirty and needed to be cleaned or replaced. This issue was also noted in our Greatest Love contract review report issued on August 21, 2006.

During our follow-up in 2010, one (33%) of the three additional homes reviewed had carpet in the hallways and bedrooms that needed to be cleaned or replaced.

- One (33%) of the three homes reviewed in 2009 did not have adequate closet space for the four children placed in the home. The closet in the bedroom of two children was used by the foster parent's adult son. As a result, the two foster children stored their clothes in another bedroom used by the remaining two children. The County contract requires that each child's bedroom have portable or permanent closets and storage space to accommodate the children's clothing and personal belongings. This issue was also noted in our report issued on August 21, 2006.

During our follow-up in 2010, all three additional homes reviewed had adequate closet space for the children.

Needs and Services Plans and Children's Case Files

- Five (83%) of the six Needs and Services Plans (NSPs) reviewed in 2009 were not approved by the DCFS social worker as required. Subsequent to our review, the Agency provided documentation of the approved NSPs.

During our follow-up in 2010, one (20%) of the five additional NSPs reviewed was not approved by the DCFS social worker. However, the Agency provided documentation that they mailed the NSPs to the DCFS social worker for approval.

- Three (50%) of the six case files reviewed in 2009 did not have documentation that the children or their DCFS social workers were informed of the Agency's policies and procedures as required.

During our follow-up in 2010, two (40%) of the five additional case files reviewed did not have documentation that the children or their DCFS social worker were informed of the Agency's policies and procedures.

- The case file for the one child taking psychotropic medication at the time of our review in 2009 did not have required documentation of monthly evaluations by the prescribing physician. Prior to the conclusion of our review, the Agency provided documentation that the child was currently being seen by the prescribing physician. The foster parent also indicated that the child was taking the medication and was seen monthly by the prescribing physician. In addition, the child's daily medication log indicated that the child was taking the medication as prescribed.

During our follow-up in 2010, the case files for the two additional children taking psychotropic medications had the required documentation of monthly evaluations by the prescribing physician.

Recommendations

Greatest Love management ensure:

1. **Criminal and child abuse clearances are conducted for all adults that reside in or frequently visit the children living in the foster home.**
2. **Staff adequately monitor foster homes to ensure they comply with the County contract and CDSS Title 22 regulations.**
3. **Foster homes have a written emergency plan posted.**

4. Children know how to release window safety bars in case of an emergency.
5. Foster parents adequately secure detergents, cleaning solutions, and other items that could pose a potential safety hazard to children.
6. Foster homes are maintained in accordance with the County contract and CDSS Title 22 regulations.
7. Foster parents provide adequate closet and storage space to accommodate the children's clothing and personal belongings.
8. NSPs are approved by the DCFS social worker.
9. Children and the DCFS social workers are informed of the Agency's policies and procedures.
10. Children taking psychotropic medication are seen monthly by their prescribing physician.

CLIENT VERIFICATION

Objective

Determine whether the program participants received the services that Greatest Love billed to DCFS.

Verification

We interviewed four children placed in three of Greatest Love's certified foster homes and three foster parents to confirm the services the Agency billed to DCFS. In addition, we observed two toddlers who were too young to interview.

Results

The foster parents indicated that the services they received from the Agency generally met their expectations. Three of the four foster children reviewed in 2009 indicated that they enjoyed living with their foster parents. However, one child indicated that she was physically assaulted by the foster mother's adult daughter and does not receive her weekly allowance. We immediately notified the County's Child Abuse Hotline, the DCFS social worker and the State's Community Care Licensing Division (CCL). The County's Child Abuse Hotline also notified DCFS' Out of Home Care Management Division of the referral. DCFS investigated the child's allegations and placed the child in another foster home (there were no other children placed in this home). In addition, CCL substantiated the allegations and required the Agency to prepare a Corrective

Action Plan. Greatest Love placed the foster home on hold, preventing children from being placed in the foster home.

During our follow-up in 2010, the foster home was still placed on hold and did not have any children placed in the home. We also interviewed five additional children and they all indicated that they enjoyed living with their foster parents and received an appropriate allowance.

Recommendations

Greatest Love management ensure:

- 11. Children placed in their foster homes are safe and free from abuse and neglect.**
- 12. Children receive weekly, age appropriate allowances.**

STAFFING/CASELOAD LEVELS

Objective

Verify that Greatest Love social workers' caseloads do not exceed 15 placements and that the supervising social worker does not supervise more than six social workers as required by the County contract and CDSS Title 22 regulations.

Verification

We interviewed Greatest Love's administrator and reviewed caseload statistics and payroll records for the Agency's social workers and supervising social worker.

Results

Greatest Love's two social workers carried an average caseload of 12 cases and the Agency's supervising social worker supervised an average of two social workers and carried a caseload of six cases.

Recommendation

None.

STAFFING QUALIFICATIONS

Objective

Determine whether Greatest Love's staff possess the education and work experience qualifications required by the County contract and CDSS Title 22 regulations. In

addition, determine whether the Agency conducted hiring clearances prior to hiring their staff and provided ongoing training to staff.

Verification

We interviewed Greatest Love's administrator and reviewed each staff's personnel file for documentation to confirm their education and work experience qualifications, hiring clearances and ongoing training.

Results

Greatest Love's staff possessed the required education and work experience and the Agency conducted hiring clearances and provided ongoing training for staff working on the County contract.

Recommendation

None.

PRIOR YEAR FOLLOW-UP**Objective**

Determine the status of the recommendations reported in the prior Auditor-Controller monitoring review.

Verification

We verified whether the outstanding recommendations from the FY 2005-06 monitoring review were implemented. The report was issued on August 21, 2006.

Results

The prior monitoring report had 15 recommendations. Greatest Love fully implemented 13 of the recommendations and partially implemented two recommendations.

Recommendation

13. Greatest Love management fully implement the outstanding recommendations from the prior monitoring report.

Greatest Love Foster Family Agency
327 East Florence Avenue
Inglewood, CA 90301
phone: 310 419-1948 fax 310 419-1955

November 2, 2010

To: Supervisor Don Knabe, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley - Thomas
Supervisor Zev Yaroslasky
Supervisor Michael D. Antonovich

From: Wayne Kelley, Ph.D.
Executive Director

Patricia Duck, LCSW
Assistant Executive Director

Re: Corrective Action Plan
Audit

Background

Xavier Psychological Testing and Treatment was established in 1997. The Greatest Love Foster Family Agency was licensed in 1999.

As a foster care agency, we support family reunification whenever appropriate. We endeavor to provide each foster child placed in our care a sense of safety, stability, and strong family belonging. We strive to cultivate in each child that they are recognized as a valuable member of society by providing stability, family based developmental opportunities and connections to community resources that will build self-worth and develop character to last a lifetime.

Since our first placement in September 2000, we have served 762 children. 58% of the children we serve have been returned to their parents or placed with relatives. We have certified 129 homes in Los Angeles County primarily in the inner city.

Xavier Psychological Testing and Treatment, Inc., DBA Greatest Love Foster Family Agency is committed to continuing to provide quality services to the children and families we serve.

The agency has instituted the following plan of action to address the issues as described in the most recent audit.

e-mail: greatestloveffa@aql.com

Xavier Psychological Testing and Treatment Center, Inc.

Billed Services

Foster Home Visitation, Needs and Services Plans and Children Files:

Criminal and child abuse clearances will be conducted for all adults that reside in the home or that frequently visit the home that children in foster care reside.

In the one home, the adult son that had not been fingerprinted was a certified parent that had been with the agency for seven years. When she started foster, the son in question was twelve years old (12).

The agency social workers and certified foster parents will receive an going training to focus on their roles and responsibilities to ensure we maintain our homes in compliance with Title 22 regulations and county contract requirements.

At the certified parent foster parent meeting in February 2010, the results of the audit will be discussed (including but not limited to criminal records clearances expectations, general appearance, cleaning supplies and requirements for adequate closet space and storage of the children in foster care clothing.

The agency will revise the disaster drills to include ensuring that all children know how to operate the release safety bars.

The agency will ensure that written emergency plans are posted.

The CSW approval for needs and services plan will be obtained within thirty days (30). If the agency is unsuccessful in obtaining the approval, a final letter will be sent to the CSW notifying them that the plan will be implement if their approval is not obtained with 5 days of the final letter.

All children receive orientation within the first thirty days of placement. The agency will ensure that proper signatures are obtained to confirm that the orientation regarding agency policy is received.

A case review will be conducted monthly to ensure the required documentation confirming that all children on psychotropic are being seen monthly is in the file.

Client Verification

The agency will ensure all children placed in their certified foster homes are safe and free from abuse and neglect.

The agency staff will ensure that all children receive weekly allowances as designated by the agency weekly allowance requirements.

Prior Year Follow-up

Please see the responses to recommendations 1, 5, 7, 9 in this report for the implementation plan for the outstanding recommendations for fiscal years 2005 –2006.

We will continue to regularly review our policy and procedures to make certain that we meet the expectations as outlined in the contract.

As an agency, we continue to be committed to our belief that every child deserves to grow up in a safe, stable, and nurturing environment. The goals of our program continues to be to help families modify unacceptable behaviors and reinforce positive acceptable behaviors, to provide and equip our clients with the necessary tools and resources in order to successfully face life's challenges and to facilitate creating an environment where they can learn to negotiate their needs in a positive and healthy manner.

Respectfully Submitted,

Patricia A. Duck, LCSW

Patricia A. Duck, LCSW
Assistant Executive Director

Cc: Board of Directors



PATRICIA S. FLOCHM, LCSW
Director

County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

425 State Place, Los Angeles, California 90005
(213) 351-9302

February 19, 2010

TO: Aggie Alonso, Chief Accountant-Auditor
Countywide Contract Monitoring Division

FROM: Elizabeth A. Howard, Section Head
Out of Home Care Management Division
Foster Family Agency/Group Home Performance Management

Chief of Supervisors
SUSAN MOLERA
First Deputy
MARK RILEY THOMAS
Second Deputy
JILL WOOD AVERY
Third Deputy
DICK KAMAR
Fourth Deputy
MICHAEL D. ANTONOVICH
Fifth Deputy

**DCFS RESPONSE TO THE AUDITOR CONTROLLER'S CONTRACT REVIEW OF
GREATEST LOVE FOSTER FAMILY AGENCY**

The Auditor Controller's Contract Review of Greatest Love Foster Family Agency was conducted in December 2008/January 2009. The Out of Home Care Management Division (OHCMD) received the Auditor-Controller's January 22, 2010 final draft report of the contract compliance review on January 22, 2010. The DCFS monitor reviewed the draft report on January 25, 2010.

The A-C's draft report references a December 19, 2008 referral they made to the Child Protection Hotline (CPHL) during their review. The referral alleged that a child was "physically assaulted by the foster mother's adult daughter." Other allegations included that the child was not eating well in the foster home and was not receiving an allowance. The allegations were investigated by DCFS. DCFS found the physical abuse allegation inconclusive and general neglect was unfounded based on the child's denial of the allegations. However, as a result of the referral, the OHCMD Monitor spoke with the Agency representatives regarding the situation and on December 24, 2008, the child was replaced in another foster home within the Agency and home in question was placed on Hold by the Agency. OHCMD also requested corrective action of Greatest Love FFA and they provided an approved Corrective Action Plan (CAP) which addresses the referral. Additionally, in response to the A-C's findings, the Agency provided a CAP, dated January 4, 2010, in which they commit to ensuring all children placed in their certified homes are safe and free from abuse and neglect and all children's personal rights are respected.

**DCFS RESPONSE TO THE AUDITOR CONTROLLER'S CONTRACT REVIEW OF
GREATEST LOVE FOSTER FAMILY AGENCY
PAGE 2**

The A/C Draft Report also cites physical plant findings. On February 11, 2010, OHCMD's Monitor verified with the Agency's Executive Director, that the physical plant deficiencies in all three homes in question were corrected. Another finding noted in the A-C's draft report indicated that several reviewed files were missing required documentation including, but not limited to, monthly evaluations by a physician for a child taking psychotropic medications. This was a documentation finding only, and according to the A-C's draft report, prior to the conclusion of their review, the Agency provided documentation that the child was being seen by the prescribing physician, and was verified through the foster mother that the child was taking the medication as prescribed. Further, OHCMD provided Greatest Love FFA with the current psychotropic medication policies and protocols. Additionally, it was noted that the Agency did not conduct criminal and child abuse clearances for the adult son living in one certified home. Subsequent to the A-C's review, the Agency provided them with the required clearances for the adult son in question. Finally, the A-C's draft report noted that several NSPs were not approved by the DCFS CSW. This matter was also corrected. The A-C's draft report indicated that, subsequent to their review, the Agency provided documentation of the approved Needs and Services Plans (NSPs). To address NSP concerns, OHCMD provided NSP/Quarterly Reports training to all providers on January 12, 2010.

The A-C approved Greatest Love FFA's CAP dated January 4, 2010 which includes the Agency's plan for revisions of their monitoring activities, monthly case review, and a regular review of their policies and procedures. The Agency's CAP also states there will be a foster parent meeting in February, 2010 to address the audit results including physical plant deficiencies to ensure ongoing compliance with Title 22 regulations and the County contract requirements.

The OHCMD will conduct a follow-up review based on the A-C's recommendations within six months after the issuance of the A-C's final report.

If you have any questions, please contact me at (626) 569-6804.

MG:EAH:CR:EK

c: Brian Mahan, CEO, Children & Families Well-Being Cluster
Wendy L. Watanabe, Auditor-Controller
Patricia Ploehn, Director, DCFS
Lisa Parrish, Deputy Director, DCFS



PATRICIA S. PLOEHN, LCSW
Director

**County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

425 Shatto Place, Los Angeles, California 90020
(213) 351-5602

November 30, 2010

TO: Aggie Alonso, Chief Accountant-Auditor
Countywide Contract Monitoring Division

FROM: Elizabeth A. Howard, Section Head
Out of Home Care Management Division
Foster Family Agency/Group Home Performance Management

Board of Supervisors
GLORIA MOLINA
First District
MARK RIDLEY-THOMAS
Second District
ZEV YAROSLAVSKY
Third District
DON KNABE
Fourth District
MICHAEL D. ANTONOVICH
Fifth District

**DCFS RESPONSE TO THE AUDITOR CONTROLLER'S CONTRACT REVIEW OF
GREATEST LOVE FOSTER FAMILY AGENCY**

The Auditor Controller's Contract Review of Greatest Love Foster Family Agency was conducted in December 2008/January 2009. The Out of Home Care Management Division (OHCMD) received the Auditor-Controller's initial final draft report of the contract compliance review on January 22, 2010. The DCFS monitor reviewed the report on January 25, 2010, and provided the response letter to the Auditor-Controller (A-C) on February 19, 2010.

The A-C's January 22, 2010 draft report references a December 19, 2008 referral they made to the Child Protection Hotline (CPHL) during their review. The referral alleged that a child was "physically assaulted by the foster mother's adult daughter." Other allegations included that the child is not eating well in the foster home and is not receiving an allowance. On February 19, 2010, the A-C was advised that the allegations were investigated by DCFS. DCFS found the physical abuse allegation inconclusive and general neglect was unfounded based on the child's denial of the allegations. However, as a result of the referral, the OHCMD monitor spoke with the Agency representatives regarding this situation and, on December 24, 2008, the child was replaced in another foster home within the Agency and home in question was placed on Hold by the Agency. Additionally, in response to the A-C's findings noted in the A-C's January 22, 2010 draft report, the Agency provided a CAP, dated January 4, 2010, in which they commit to ensuring all children placed in their certified homes are safe and free from abuse and neglect and all children's personal rights are respected.

The A-C's January 22, 2010 draft report also cites physical plant findings. On February 11, 2010, the DCFS monitor verified with the Agency Executive Director, that the physical plant deficiencies in all three homes in question were corrected. Another finding noted in the A-C's January 22, 2010 draft report indicated that several reviewed

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**DCFS RESPONSE TO THE AUDITOR CONTROLLER'S CONTRACT REVIEW OF
GREATEST LOVE FOSTER FAMILY AGENCY
PAGE 2**

files were missing required documentation including, but not limited to, monthly evaluations by a physician for a child taking psychotropic medications. This was a documentation finding only, and according to the A-C's January 22, 2010 draft report, prior to the conclusion of their review conducted in December 2008/January 2009, the Agency provided documentation that the child was being seen by the prescribing physician, and was verified through the foster mother that the child was taking the medication as prescribed. Further, OHCMD provided Greatest Love FFA with the current psychotropic medication policies and protocols. Additionally, it was noted that the Agency did not conduct criminal and child abuse clearances for the adult son living in one certified home. Subsequent to the A-C's review conducted in December 2008/January 2009, the Agency provided them with the required clearances for the adult son in question. Finally, the A-C's January 22, 2010 draft report noted that several NSPs were not approved by the DCFS CSW. This matter was also corrected. The A-C's January 22, 2010 draft report indicated that, subsequent to their review conducted in December 2008/January 2009, the Agency provided documentation of the approved NSPs. To address NSP concerns, OHCMD provided NSP/Quarterly Reports training to all providers on January 12, 2010.

The Auditor Controller (A-C) approved Greatest Love FFA's initial Corrective Action Plan dated January 4, 2010 which includes the Agency's plan for revisions of their monitoring activities, monthly case review, a regular review of their policy and procedures. The Agency's CAP also stated there would be a foster parent meeting in February, 2010 to address the A-C audit results including physical deficiencies to ensure ongoing compliance with Title 22 regulations and County contract requirements.

On August 31, 2010, the A-C informed OHCMD that they conducted a follow up review in March, 2010. The A-C provided DCFS with an updated draft report dated November 17, 2010 along with the approved updated CAP from the Greatest Love FFA dated August 24, 2010. The A-C's March, 2010 follow up review found no egregious findings which rose to the level of a referral to the Child Protection Hotline. Further, the follow up review reflects that the A-C verified the implementation of their recommendations in most of the areas of concerns. The remaining findings are that one certified home did not adequately secure detergents and cleaning solutions, one home had a dirty carpet, children in one home didn't know how to release the window safety bar, and two case files did not have documentation to indicate that the DCFS CSW or children were informed of the Agency's policies and procedures.

The Out of Home Care Management Division (OHCMD) will conduct a follow up review to monitor the Agency's full compliance in the remaining non-implemented A-C recommendations within six months after the issuance of the A-C's final report.

If you have any questions, please contact me at (626) 569-6804.

KR:EAH:CR:ek

"To Enrich Lives Through Effective and Caring Service"

DCFS RESPONSE TO THE AUDITOR CONTROLLER'S CONTRACT REVIEW OF
GREATEST LOVE FOSTER FAMILY AGENCY
PAGE 3

- c. Brian Mahan, CEO, Children & Families Well-Being Cluster
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